

RESTORATION OF FIRE AND POLICE DEPARTMENT EMERGENCY SERVICE LINES

1.01 This section is reissued to update titles used. It establishes a procedure that will insure no loss of calls directed over Fire and Police emergency lines and to effect the most rapid restoration possible of outages occurring on these lines.

1.02 Job titles used throughout this practice are not intended to imply that jobs are sex-restricted. No jobs at Pacific Northwest Bell are restricted to either males or females.

1.03 When a trouble report is received that indicates an inability to call a Fire or Police Emergency line, be prepared to give the alternate non-emergency number of the *operator* where Long Distance trunks are available in order to complete the call. In addition to this, notify the following people of the trouble report:

- (a) Test Center Supervisor
- (b) Operator Services Manager
- (c) The agency involved. (Use their non-emergency number or their Long Distance Trunk.)

1.04 Section 660-103-300, 1.04 through 1.07 discusses the importance of recognizing these services. This could be overlooked due to the manner in which the report is received. Therefore, special

instructions shall be included with the line card for these services stating:

GIVE TROUBLE REPORTS TO TEST DESK AT ONCE

TEST DESK

IN THE EVENT OF SERVICE AFFECTING TROUBLE ON THIS SERVICE, NOTIFY THE FOLLOWING PEOPLE IMMEDIATELY AND FOLLOW WITH A PROGRESS REPORT EVERY 30 MINUTES UNTIL SERVICE IS RESTORED:

- (a) Test Center Supervisor
- (b) Operator Services Manager (Be sure they are aware of how to handle emergency calls to these agencies.)
- (c) THE AGENCY INVOLVED, OVER NON-EMERGENCY FACILITIES.

1.05 Section 660-101-300, 5.08 covers various methods of making temporary restorations or service transfers. Always employ one or more of these methods as applicable. Then dispatch a craftsman immediately to effect permanent repairs. Always explore any possibility of transferring around or immediate replacement of defective plant or equipment for more rapid restoration on these facilities. Section 680-520-010 covers special safeguarding measures on these services.



